

Notice of References Cited

Application/Control No.

09/940,117

Applicant(s)/Patent Under
Reexamination
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Examiner

John Van Bramer

Art Unit

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U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Blake Ives & Michael R. Vitale, After the Sale: Leveraging Maintenance with Information Technology, March 1988, MIS Quartely, Vol 12, No 1, pp 7-21
	V	
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